

## No Fixed Abode and Privacy

In this policy “No Fixed Abode”, “we”, “us” and “our” means No Fixed Abode and affiliated companies. “Site” means our website [www.nofixedabode.nz](http://www.nofixedabode.nz). Please read this policy carefully as it describes the way in which we collect and handle your personal information. We may update or revise this policy from time to time. If we elect to update or revise this policy, we will post the date on which that revision takes effect at the end of this policy. Please be aware that you have no obligation to provide any personal information requested by us. However, if you choose to withhold your personal information, we may not be able to provide you with the services or products that depend on the collection and use of that information.

### 1. Our privacy commitment

We recognise the importance of, and are committed to, managing any personal information that we collect in compliance with the Privacy Act 1993 and other New Zealand privacy laws (together, “Privacy Laws”).

### 2. How do we collect personal information?

Where possible, we collect your personal information directly from you. This collection includes through:

- your registration when you create a profile;
- your submitting or uploading any information to our Site [www.nofixedabode.nz](http://www.nofixedabode.nz);
- your provision of support or information to our members;
- your request for support on your profile post;
- your communications with us such as online messages (including, but not limited to, Facebook and Twitter) and emails regarding services and opportunities.

If we are requested to, or we deem it necessary, we may also collect your personal information from third parties or public agencies to verify information that you have provided to us. Where we collect personal information from third parties, we will ensure that the collection is conducted in a fair and lawful manner and the information is reasonably necessary for our functions or activities. We will not proactively contact third parties or public agencies to gain additional information for your profile on our Site.

### 3. What personal information do we collect?

The personal information we collect varies depending upon the purpose of the collection and the product or service we are providing you. You should assume that when you provide us with information that we will retain it, unless we explicitly advise you otherwise. Generally, we collect the following types of personal information from members:

- Your name;
- Your contact details;
- Type of homelessness you are experiencing;
- How long you have been homeless for;
- Which region of New Zealand you are currently in;
- The cause of your situation;
- Your personal story (in your own words); and
- Your photo or any image you choose to provide.

You can choose to not provide us with any information; however this may limit the services we can provide you. You also can choose what information will appear on your profile that the general public and supporters can access and view.

Generally, we collect the following types of personal information from supporters:

- Your full name;
- Your address;
- Your date of birth;
- Your occupation;
- Your phone number(s); and
- Your email address.

However, for certain purposes, such as where you apply for employment with us, we will collect additional personal information such as your employment history, educational history and employment references.

If you provide us with personal information on an unsolicited basis, we assess whether such information is reasonably necessary for one or more of our functions or activities. The unsolicited personal information you disclose to us may be used and disclosed for the purpose for which you provided such information or, where you would reasonably expect us to, we may use the information for a directly related secondary purpose. We may also disclose or use the information for other purposes with your consent or if required to by law.

#### **4. Why do we collect and use your personal information?**

We will collect your personal information if it is reasonably necessary for the performance of our business activities and functions, which includes providing a range of services, information and products to you, some of which are listed below.

*4.1 Your profile:* Any member of the public can view your public profile. Your public profile includes, your display name or alias and your profile picture if you choose to supply one. Only registered supporters can view your member profile, such as your personal story. You can alter your privacy settings at any time.

*4.2 Connections:* We collect and use your information to connect you with people that can provide support and services and/or who may be able to assist in your reintegration into society. When users have made a connection on the site and both agree, No Fixed Abode will provide the Supporter with all of the Members details, and the Member will be provided with all of the Supporters details (excluding the Supporter's address and phone number).

*4.3 Our mobile apps:* We, or a service provider, may collect information through our apps to assist us in understanding how you use our apps, how the apps are performing across different handsets and to assist us in the selection of advertisements for groups of individuals.

*4.4 Sponsorship and public awareness campaigns:* As a non-profit organisation, we may provide aggregated or summarised information about users of the Site in order to facilitate additional support from the wider community.

*4.5 Email Newsletters and other communications:* If you consent, the information you provide may be used by No Fixed Abode to create and deliver to you emails such as our newsletters, surveys or other email messages containing news, opportunities or other relevant information ("Emails"). If you do consent to receive them and later decide that you would like to withdraw your consent, you will be able to unsubscribe by clicking the link contained in the email or by emailing No Fixed Abode at [help@nofixedabode.nz](mailto:help@nofixedabode.nz). You may receive the benefit of hearing from No Fixed Abode via mail or phone even if you have not consented to receive Emails.

## **5. Who do we disclose your personal information to?**

We provide your personal information to third parties in order to carry out our business to connect our Members with individuals who are willing and able to help them. This may include:

- General members of the public who access your public profile;
- Supporters who access your member profile;
- Individuals who are sponsoring or otherwise involved with or participating in an opportunity you may be interested in; and
- With your specific and prior consent, to other individuals for the purposes you have consented to.

We will never sell your information to third parties. In certain circumstances, we may disclose your personal information where required or authorised to do so by law, including in emergency situations and to assist law enforcement agencies. We will always ensure that those to whom we disclose your personal information have the legal right to receive it. In addition, we may disclose any information when it is necessary to prevent physical harm or financial loss or in connection with suspected or actual illegal activity.

## **6. How is your personal information secured?**

We understand that the security of your personal information is important. As such, we take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. We store information both at an onsite secure server and at trusted third party storage providers. We undertake regular training of our staff to ensure that they are aware of our privacy commitments and our obligations in the collection, use and disclosure of personal information.

## **7. Access to and correction of personal information**

In certain circumstances where you have a sign in to your profile and/or you can access your own personal information via your online profile you will be required to follow prompts to access, correct or update your personal information. If this option is available to you directly, we will clearly mark it for ease of access.

You can access or correct your personal information by contacting us using the 'Contact Details' set out below. Please provide us with as much detail as you can about the particular information you wish to access or correct, in order to help us retrieve it. We agree to not charge any fees to correct your personal information.

In certain circumstances, we may refuse your request to access, or correct, your personal information. If that is the case, we will provide you with reasons for that decision. We take reasonable steps to make sure that the personal information we collect is accurate, complete and up-to-date including updating personal information when we are advised by you that your personal information has changed.

If you wish to delete the personal information we hold about you, please let us know by contacting us using the 'Contact Details' set out below and we will take reasonable steps to delete the information, unless we are required to retain it for legal reasons.

## **8. The use of cookies and web beacons through our websites and apps**

Information may be collected when you access our websites or apps, such as the time and specific page or app you visited. This information is collected through "cookies". A "cookie" is a small piece of information, or file, that a website or app sends to your computer's hard drive while you are viewing that website or app for record keeping purposes. Most web browsers are automatically set to accept cookies.

If you do not wish to receive any cookies you may set your browser to refuse cookies. However, this will mean you will not be able to take full advantage of our websites or apps.

We, and our service providers, use the information collected from cookies for a number of reasons:

- for statistical purposes in order to track how many users we have and how often they visit our website or apps;
- to provide you with a more personalised, convenient and interactive experience on our websites or apps;

### **9. Third party websites**

When you click on advertisements or links on any of our websites or through our apps, you may be redirected to a third party website. The linked websites are not under our control and we are not responsible for the conduct of companies linked to our websites or apps. By placing a link to a particular product, we are in no way endorsing that product. We recommend that, before disclosing your personal information to a website to which you were redirected from an advertisement, you read that website's privacy policy and terms of use/service.

### **10. Anonymity and use of a pseudonym**

You may request at any time that you remain anonymous, or choose a pseudonym, when dealing with us. To the extent that it is lawful and practicable for us to enable you to do so, we will grant such a request.

Aside from the use of a pseudonym, all material that you post on the website or otherwise provide to us must be true and correct in all respects. You agree not to misrepresent yourself in any way to us or any member or supporter.

### **11. How to make a complaint**

If you wish to make a complaint about the way in which we handle your personal information, please contact our Privacy Officer using the contact details set out below. We undertake to acknowledge and investigate any complaint promptly and will respond to written complaints within a reasonable time from the date of receipt. If you are dissatisfied with our response, you may refer the matter to the Privacy Commissioner (see [www.privacy.org.nz](http://www.privacy.org.nz)).

### **12. Contact Details**

If you have any questions or comments on our privacy policy, if you wish to update the personal information we hold on you or make a complaint, you can send an email to our Privacy Officer at [help@nofixedabode.nz](mailto:help@nofixedabode.nz).

Privacy policy last updated on 10/10/2015.